

Staff Matters

a newsletter for employees from Human Resources

From the HR Director

Workplace behaviors are important to job efficiency and productivity. They dictate how difficult a task can be and the level of cooperation received from co-workers. Our attitudes are our greatest assets and can decide whether or not we achieve the goals we establish for ourselves at Maricopa County. More importantly, our attitudes determine our altitude and how high we will fly in this life.



In order to achieve a positive attitude we must practice positive self-talk. The little voice inside us should reinforce a "can do attitude" so that we constantly remind ourselves that our contributions are important to the mission of the County. We must learn to rely on this positive "self-talk" even in the face of adversity and especially when others attempt to make us feel unworthy.

In advocating a spirit of healthy self-confidence, I am not suggesting that anyone adopt a cocky attitude. Those who choose arrogance over humility immediately close themselves off from learning opportunities that a diverse workplace brings. If you choose to critique everyone else, you become the sole builder of your own personal glass home, complete with cracks!

It is important to know that words have energy and coupled with an angry intonation can bring more harm than good. Respect is something that should be shown at all times to all people wherever we work. Good morning can be said in many ways; Buenos Dias (Spanish); Bonjour (French); Guten Morgen (German); Do bro jutra (Serbian); God Morgon (Swedish); Maidrin mhaith dhuit (Irish); Buongiorno (Italian)! What is important is that we acknowledge the presence of our co-workers to promote workplace harmony.

There is a message in those "beer" commercials! A simple "What's up?" can communicate you care!

The Eagle is Soaring

The month of September is important in the implementation of the new PeopleSoft HRIS software. Project staff developed potential system models to see exactly how processes would work. One of the major achievements was the initial demonstration of payroll. In September the first phase of modeling began with 148 test cases completed. Only 12 of a total of 65 issues are outstanding and were addressed in the second modeling activity that took place September 15th. Project staff is working on strategies to assist timekeepers with the collection of time and labor and an effective way for using the system to submit the information.

Danica Bunjevic, Project Manager, and the Eagle Project staff have drafted a Deployment Strategy that will train end users on inputting time and labor for the first payroll run starting of December 22nd. Human Resources viewed the

actual screens for time and labor reporting and the associated terminology has been defined for system use.

The County can be assured that the new system will provide an effective method for submitting employee time electronically and will provide managers with a process for reviewing and approvals of their time. The Eagle project leaders have approved product customizations to make the job of using the new system easier.

What is of extreme importance is that the Eagle Project is on Target, on Schedule and on Budget, thanks to a whole host of individuals dedicated to making this project a huge success.



The History of Maricopa County

Vince Murray, Maricopa County's "Unofficial" Historian

The idea of creating Maricopa County started in the town of Wickenburg in 1867, but ironically, the town was left outside of the newly created county in 1871. The boundaries of the new county were vague and though attempts were made to alleviate its geographical discrepancies, specifically on the north and eastern edges, Maricopa County's borders remained indistinct until the Ninth Territorial Assembly met in 1877. At this session, not only were the boundaries defined with more accurate delineation but Wickenburg was also added. However, Maricopa County's borders were still being adjusted. A mining boom was occurring in the mountains to the east and by 1881, the town of Globe and various mining camps had mustered the population and political pull to carve their own county from eastern portions of Maricopa and Pinal counties. Once Gila County was created, by the Eleventh Territorial Assembly, the current layout of

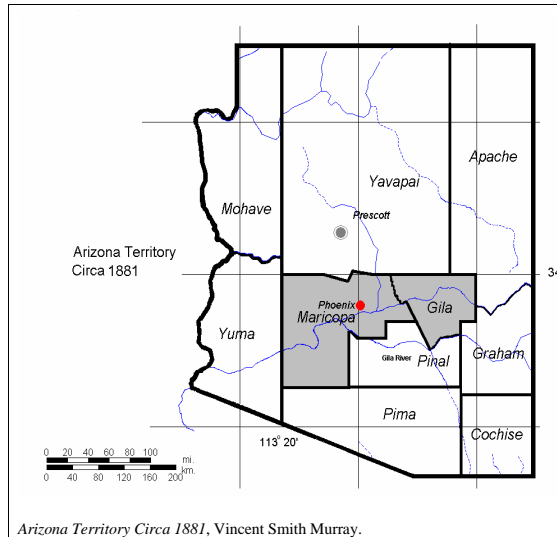
Maricopa County was finally decided. The boundaries of Maricopa County

loose ends.

Also found within this Arizona law is an obscure reference to the founder of Phoenix, John "Jack" Swilling. Noting that the northern most point in the county is "...two miles southerly and below the place where the residence of J. W. Swilling stood on January 31, 1877". One can only guess at why the frontier entrepreneur who started the first modern irrigation system in the Salt River Valley in 1868 would be geographically excluded from a county who's origin is directly tied with that of the City of Phoenix. Though the history books are silent as to the reason, one could surmise

an explanation, if they were to try. But first and foremost, they would need to know Jack.

to be continued...



have remained the same, with little modification, since 1881. In a review of Arizona Revised Statutes 11-109, one can envision the efforts made in the early Twentieth Century to tighten up any

2003 Charitable Campaign

As Co-Chair of the 2003 Combined Charitable Campaign, I have had the pleasure of working with the best. Al Brown, Director of Environmental Services, is the leadership and enthusiasm behind this year's charitable Campaign.

Five hundred employees attended the Campaign Kick-Off on August 27, 2003 at the Dodge Theatre. All the resources of the County were used....and then some. Rich Dozer of the Diamondbacks shared his personal experience and reminded us that even in the good times we may need the services available in Maricopa County. John Shumate, Phoenix Mercury Coach, and Connie Hawkins, former NBA great, faced off against David Smith, Chief Administrative Officer, and Board of Supervisor Fulton Brock in a game of basketball. David Smith described the game as "...the Harlem Globetrotters against Maricopa County" while Al Macias, Chief Information Officer, said it was "...the old geezers and the wheezers". We don't know who was who!



Thanks go to so many who helped with this event like Department Representatives and volunteers who helped coordinate and assist on the day of the event. Special thanks to the Dodge Theatre, Phoenix Suns, Phoenix Suns Dancers, Balloon Works of Tempe, and the Suns Gorilla who donated their facility, services, merchandise, or time. To the Valley of the Sun United Way for being a supportive business partner. To the County departments of Transportation, Protective Services, Communication and the Campaign Executive Committee who worked so hard to bring off the best Kick-Off event ever. A warm thanks to employees who secured prizes for the drawing and a special thanks to my colleagues in HR's Staff Development.

Al Brown and I look to the 2003 Combined Charitable Campaign as a banner year of giving in Maricopa County. We are off to a great start. Thanks for doing your part!

10 Tips For Completing an Employment Application

1. Review the job announcement thoroughly and read each section of the job announcement (qualifications, education, salary, job tasks, etc.) to make sure this is a position is of interest to you.
2. Make sure you possess the required skills, education, abilities, etc. that are necessary to compete for the position.
3. Complete **ALL** portions of the application form. Do not list "See Resume" in the work history section of the application or supplemental information. This is your opportunity to describe how your past experience is relevant to the position of which you are applying. Resumes should primarily be used to support information already listed on your application form.
4. Make sure the information listed on your application form is accurate and up to date. The education and work history listed will be used to determine your eligibility for the position. Ensure dates of employment and contact information are accurate.
5. Make sure your application is neat and legible. When possible type the required information on the application. If you can't type the information, use black ink and print legibly.
6. Be sure to include all previous work experience relevant to the position for which you are applying.
7. Make sure all required materials are included with your application before submission. A majority of positions available with Maricopa County require applicants to complete a "Supplemental Questionnaire". Applications received without the questionnaire may be disqualified.
8. Proofread your application and supplemental materials before final submission.
9. Make a copy of your application materials for your records.
10. Make sure your application is submitted prior to the recruitment closing date.

"Good leaders make people feel that they're at the very heart of things, not at the periphery. Everyone feels that he or she makes a difference to the success of the organization. When that happens people feel centered and that gives their work meaning."

-Warren Bennis

Profile on.....Environmental Services Vector Control

Who says Maricopa County doesn't have mosquitoes? In the month of August alone, Environmental Services received over 870 complaints from residents across the county. After being logged, complaints are routed to Vector Control, a division of Environmental Services, that works on everything from West Nile Virus surveillance to mosquitoes to roof rats.



This staff of seven has been very busy this summer, waking in the early hours of the morning and fogging anywhere between 10-12 thousand acres of land in August. All in an effort to assist residents in "Fighting the Bite". This "Bite" of course is the beginning of what is expected to be Arizona's first year of

West Nile Virus. The Virus, a bird virus, has slowly migrated west across the county. Unfortunately for humans, mosquitoes ingest the virus from birds and spread it to horses and people.

Vector Control has been doing its best to find the Virus before it infects any of us. Their surveillance plan including the bi-monthly bleeding of sentinel chickens, (chickens do not show any ill effects of West Nile, but if bitten by an infected mosquito, West Nile will show up in a blood test), weekly trapping and testing of mosquitoes and testing of dead birds. Because West Nile adversely affects birds, Vector Control has asked residents to help with surveillance by registering a complaint

when a dead bird is found and dropping off that bird at one of four locations across the Valley. Complaints can be registered by calling 602 506-6616 or online at www.maricopa.gov/envsvc.

As of September 1, 2003 Vector Control has not reported any positive cases of West Nile Virus, but are confident time is running out. "We will continue to do our part in keeping the mosquito population down, but we need residents help, too" said John Townsend, Vector Control Manager. "Please get rid of any standing water in your backyard, especially after a monsoon. This will keep the mosquito breeding to a minimum and will help us in controlling the spread of West Nile Virus."

Interviews with Eagle Implementers

By now, you have probably heard about the Eagle project. Everyone will be affected to some degree with the first paychecks produced as a result of the project – after all, getting a paycheck is something that most of us count on. The first paychecks produced as a result of the project are expected January 9, 2004. Those close to the Eagle project were interviewed recently and here's what some of them had to say:

Why is the Eagle project important to the County? What is the value?

"The Eagle project will bring Maricopa County human resource practices into the 21st century. When fully implemented, we will have developed new business practices, self-service technology and better management information. The PeopleSoft product is a first-in-class and will make managing our workforce much more efficient. For many years we have lacked the human resource data needed to make between business decisions. With this new tool, we can begin workforce planning efforts and better analyze our human resource issues, ultimately making HR policy adjustments for the betterment of the County and our employees."

Sandi Wilson, Deputy Chief Administrative Officer

What is the Eagle Project intended to accomplish?

"There are several things, such as

- The redesigned business processes to leverage best practices, streamline business process, and reduce paper;
- Support the MFR initiative (allocating employee activities & time to PAS codes);
- Support Benefits Administration with integrated HR, Payroll, and Benefits processes;
- Workforce planning/analytical tools & reports;
- HR Data Warehouse;
- Provide departments access to accurate and timely data electronically;
- Employee and Manager self-service centers; and
- Issue paychecks via a new, web-based integrated system."



Danica Bunjevic

Danica Bunjevic, Eagle Project Manager

HR's Ice Cream Social



To kick off the Charitable Campaign in Human Resources, we had an ice cream social for staff on September 10th. The ice cream social was sponsored by Cecilia Dahl, Russ Binicki and Gwynn Simpson.

Janice Stratton, HR's Campaign Coordinator organized the event. Colleen Dorame, 2003 Campaign Co- Chair, showed the campaign video

and gave an invigorating talk urging staff to contribute to the campaign.

Unbeknownst to us, Janice asked Nicole Kennedy, who is featured in this year's Campaign video to speak with us. Nicole provided a heartfelt and moving talk about her experiences. Nicole's presence at the department's meeting was especially poignant because she worked in Human Resources before moving to the Housing Department.

We look forward to our staff participating and contributing to the success of the Charitable Campaign. I have made my pledge and I encourage each of you to do the same. A special thanks to Nicole for spending time with us and telling us her story!

Staff Matters is a monthly publication of the Human Resources Department of Maricopa County which is solely responsible for its content.

**Publisher
Gwynn Simpson**

**Editor
Janice Stratton**

**Technical Consultant
Joy Cox**

**Contributors
Russ Binicki, Marianne Brock,
Andrew Mesquita, & Pat Soria**

Please send comments, suggestions, and news items by the first of the month to Human Resources at 602 506-3233.